STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
NOVEMBER 19, 2003

ATTENDEES:

Jim Weber, Chair	Christina Acree	Steve Adams
Rich Beckwith	Karen Boeger	Jim Branson
Ben Bruening	Carolyn Cook	David Crain
Chris David	Lew Davison	Greg DeWitt
Tim Dwyer	Gary Eggen	Jeff Falter
Jan Grecian	Jill Hansen	Russell Helm
Gina Hodge	Kim Hull	Mike Jeffries
Don Lloyd	Gary Lyndaker	Bob Meinhardt
Rick Mihalevich	Lynn Morrow	Bob Myers
Scott Peters	Raymond Pope	Jearl Reagan I
Cindy Renick	Larry Reynolds	Jim Roggero
Brenda Sessions	Tom Stokes	Debbie Tedeschi
Ron Thomas	Barry VanSant	Gail Wekenborg
Tony Wening	Gerry Wethington	Brenda Wilde
Mary Willingham	Paul Wright	Doug Young

Jim Weber opened the meeting at 8:33 a.m. at the Kirkpatrick State Information Center, Interpretive Center.

PRESENTATION

1.   Project Management Continuing Certification Program (Jim Roggero/Tom Stokes)

        Jim Roggero thanked Jim Weber, Bob Ordway and Tom Stokes for their efforts in developing the basis of
        this project. Tremendous positive results have been seen from the certification process. Jim introduced
        Tom Stokes who will be presenting the Continuing Education Program. Tom distributed three documents
        relating to the program. He referenced the Excel spreadsheet listing the categories for Missouri compared
        to the PMI categories. The only difference is with category 3 in which Missouri uses MOTEC Project
        Management training instead of registered education providers. The next document referenced details the
        re-certification cost estimates. There are currently 152 certified project managers. The approximate cost
        for keeping an employee certified totals $1,500 over a three year period for an average of $500 per year.
        Gary Lyndaker suggested lowering the requirements to continue one's certification from 60 development
        units per three-year cycle to make the process easier. He suggested giving more credit to individuals that
        are serving as project managers. Credit could also be given to those who manage project managers. He
        also noted that credit could be given to individuals assisting with a project, but not as the project manager.
        Others present expressed concerns with the proposed level of hours required to remain certified. Any
        feedback should be directed to Tom Stokes, Jim Roggero or Jim Weber. Gerry suggested including Linda
        Luebbering in the review process.

2.   Demonstration of ITAB Website/WWT Bulk Purchasing Feature (Debbie Tedeschi/Jim Mazzio)

        This presentation will be delayed until a later ITAB Meeting.

ACTION ITEM

1. Approval of the September 16, 2003, Information Technology Advisory Board Meeting Minutes

    Jim Weber asked if there were changes to the meeting minutes of the last meeting; there were none. Ray Pope
    made the motion to approve the minutes; Jim Roggero seconded the motion. The meeting minutes were
    approved unanimously.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)

    Cabinet Report – Gerry stated he had sent out a copy of his presentation to the Cabinet with the meeting agenda and minutes. The House and Senate have spoken previously regarding consolidation of information technology. They have referenced the state of Virginia model in which all IT functions are consolidated into one department. The privatization committee is also looking at this area. They have been instructed from the private sector that outsourcing will not save money. The agencies should be looking at performance measures to drive IT. Currently, the agencies state budgets for IT totals approximately $172.8 million from both general revenue and federal funding. Gerry has been asked to bring them a proposal that would save the state 10 to 15 percent. The current environment has a one to two percent capacity for new projects and has not been more than 12 percent in recent years. In the private sector, that percentage nears 30 percent. Agencies need to look at efficiencies in government and retain those savings to reinvest in people. These improvements can be used to consolidate business functions and improve customer service. Our mission is to deliver convenient government services and our vision is to develop a collaborative culture that breaks down governmental barriers so that we can be responsive to customer service expectations and needs. The transition tools that are needed to get us there include enterprise architecture, program management, portfolio management, strategic planning, and education and awareness. The state has already gone through data center consolidation, which has saved us $3.9 million. External factors such as the increased utilization of our infrastructure by local governments/citizens without assistance with funding has driven up the costs and cannot be controlled internally. The E-mail SWAT team has been looking at the technical implications of a centralized email system. The monthly costs for a mailbox ranges from $7 to $10.40. Consolidating to one email system will reduce the cost to $3 per month, per mailbox. In addition, the state has a total of 67 dedicated servers contributing to email that could be reduced to 24 to 30 servers. The state has roughly 45,000 mailboxes. The business case should not relate to personnel savings or decreased downtime. The savings will be generated by decreases in hardware and software costs, leaving the FTE in the agencies. Gerry was requested to submit an action plan within two weeks. He was asked to provide a breakout of how FY02 budgets were broken down by general revenue, highway. Of the $172.8 million budget, $54 million (or 34 percent) is from general revenue. Highway funds constitute for $37 million; $47 million is from federal funds; and other funds make up the remaining $29 million. OIT is working these issues with the House and Senate, through the Budget Office. Centralization will require attitudes and cultures to change for it to succeed. The document that Gerry will prepare and send to the Budget Office will be a two-page document with bulleted areas of where efficiencies may be found. Email will be the first area addressed but other areas such as server farms, data farms, help desks, networks, etc., may follow.

    Gerry distributed a document outlining 10 things every state should be doing with IT that was presented at a recent conference. He noted that most of these points are already being done in Missouri. Gerry noted that his proposal was not to cut IT positions from the budget but that the FTE should remain with the agencies. The group may not be centralized into one agency/location initially. Swat teams may be developed that are comprised of various members of the agencies. It was stated that ITAB should be more proactive and propose scenarios to save the state money rather than reacting to requests. IT costs may increase but savings should be seen in other areas. Gerry stated he would make a recommendation on his strategy but will not have the transition process outlined. OIT has forwarded the cost figures to the E-mail Swat Committee that they have received. They have not received any cost figures from IBM as of this date. Chris Wilkerson requested to see the recommendations of the E-mail Swat Committee. It was noted that some costs for current email system within an agency would not go away because of other existing requirements. The new email system would then add costs for some agencies. Overall, some agencies may gain cost savings, but other agencies may incur additional costs. Gerry stated they are expecting to see something done by the end of the fiscal year. Service level agreements may also be utilized. Jim Weber asked Gerry to keep everyone informed so that agencies would know how to proceed with server upgrades and license renewals. Jim Branson stated that we need to ensure that groups such as Amber Alert and other similar notifications still function. Chris Wilkerson asked the group what the preference was on listing email addresses – all lower case or both upper and lower case. The standard is firstname.lastname@agency.mo.gov. The consensus was to have email addresses listed in all lowercase.

Spend Management – A contract on spend management is being considered. Spend management is how cash flow is managed and how we leverage the state's buying power. The IT area is being reviewed heavily. A contract may limit the purchases of PC's, printers, etc. to only a few models. A contractor would work through OA Purchasing to evaluate the overall needs of state government. The contractor would select one vendor to leverage the state's buying power with volume purchases.

Security - Gerry stated he has an Applying Security Practices CD that he would like for the Security Committee and the Security Domain to review. He will distribute the CD to the committee chairs. This is a federal document that was produced out of the Global Justice Information Sharing but has been circulated around the federal level. It discusses the security architecture and domain. It is expected to generate some guidelines and standards.

Secure Communication – Gerry asked the group what their feelings were on Instant Messaging being a state communication mechanism. He has received several calls asking the state's position on Instant Messaging. Most agencies indicated that instant messaging is not used or allowed in their office environment. Jim Weber suggested that this item be considered after the email consolidation is resolved.

Justice Integration – The Justice Information Sharing Subcommittee of the Criminal Records and Justice Information Advisory Committee has a report on the OIT website under the Justice Integration link that discusses how the Justice Integration Program will be driven.

Purchasing - WWT has a new feature on its website to consolidate purchases. This will be demonstrated at a future meeting.

Mail Management – Mail management is also being considered for the state. The purpose would be to reduce the amount of paper documents by having the capability for citizens to subscribe to web-based documentation. GovDocs is a company that is advertising no cost for their product until you actually have savings. They are making contacts regularly.

Grant Applications – Gerry has a meeting with Tim Daniels this week on grant applications for cybersecurity, GIS and business continuity. He has included a copy of the legislation package on OIT/CIOs and a copy of the executive order sent with the agenda and meeting minutes for today's meeting. He also has a legislative proposal on the copyright and sale of state developed software that is being worked on.

Enterprise Architecture – Gerry reported that he is looking to expand enterprise architecture into business architecture and information architecture. He plans to kick off the remaining technical domains after the first of the year. Scott Willett is now the CIO at the Department of Health and Senior Services. Gerry will be looking to fill this position as soon as possible.

E-government – Gerry is pursuing local government solutions. Their research has determined that only 140 of the 960 municipalities have websites. Also, 26 out of the115 Missouri counties have websites. He has met with the county assessors and the MO GIS Advisory Council regarding a GIS pilot to offer some services to them. The Council has offered some individuals to participate in that project. Business One Stop Project is moving forward. First they will be working LLS and then sole proprietorship with fictitious name registrations. He will be scheduling some focus groups soon to bring everyone together to develop program.

Data Dictionary – Gerry stated that the focus would initially be on the traumatic brain injury eligibility determination environment. Eventually, some statewide standards will be developed and be driven by the information architecture domain.

Youth Cabinet – The Youth Cabinet has a new website that is listed on the Governor's website under Youth Initiatives. Gerry encouraged the IT Directors to check to see how their agency is utilizing their youth member.

Business Oversight – Gerry is looking to use the Business Oversight group to bring in local government and citizen participation in pursuit of state government without boundaries. His office continues to do various presentations on e-government. They are providing guidance upon request in areas of e-government.

GIS – Gerry stated he had been asked to be more closely aligned with the GIS community. He is looking for a way to keep them more aligned with ITAB. He suggested naming the MO GIS Advisory Council as an ex officio member of ITAB, instead of treating them as user group.

State of the State IT Report – Gerry reminded everyone that the agency submissions for the State of the State IT Report are due by December 1st.

2. ITAB Chair Update (Jim Weber)
   - Review of Action Items from the last meeting.
     o Request inventory of E-government systems from agencies. – This survey is ready and will go out next month.
     o Gerry to continue with his efforts to draft legislative proposal to give state specific authorization to copyright software developed by employees and/or consultants for selling to the private sector. – Ongoing; will give update in January 2004.
     o Notify Gerry Wethington of any items that should be covered in Governor's Cabinet Meeting. – No items received; meetings are held the first Thursday of each month. Completed.
     o Prepare and send out billing to currently participating agencies for OIT Costs for the first half of FY04. – Completed.
     o Gerry to contact non-participating agencies and attempt to gain their agreement to participate over the next few months, reducing the amount to be billed to all agencies for the second half of FY04. – Gerry reported these meetings were being scheduled.
     o Obtain approvals for MOVAP Process. – Ongoing.
     o Bios to be emailed to Carolyn Cook (Carolyn_Cook@mail.dor.state.mo.us). - Ongoing
     o Suggestions for ITAB Motto be emailed to Carolyn Cook (Carolyn_Cook@mail.dor.state.mo.us.) - None received; completed.
     o MOTEC Committee to review whether local government can utilize MOTEC and report back at the next meeting. – Paul Wright reported that the Committee had prepared a draft that will be discussed at the next MOTEC Meeting. Final report should be ready for ITAB at the January meeting.
     o Request status report on providing the ability to search all ITAB minutes by key words and/or phrases. – Expected to be completed by next meeting.
     o Revised document to be sent out detailing changes in WWT contract. – Completed.
     o Send out additional information on the Enterprise Agreement to encourage participation. – Completed.
     o Provide clarification/direction for MO GIS Advisory Committee. – Completed.
     o Digital Certificates Subcommittee to address Verisign Contract issues. – Todd Craig will report on this at the December meeting.
     o Survey the state agencies to determine what types of digital certificate requirements exist. – Todd Craig will report on this at the December meeting.

ITAB COMMITTEE UPDATES

1. Architecture Review Committee Update (Bob Meinhardt/Scott Willett) – Bob Meinhardt reported there were no updates from this Committee.
   - *Architecture Technical Committee (Scott Willett) – No Update*
   - *E-mail SWAT Committee (Carl Medley II/Scott Willett) – No Update*
   - *GIT Committee (Tim Haithcoat/Scott Willett) – No Update*
   - *Infrastructure Domain Committee (TBD) - No Update*
   - *Integration Domain Committee (TBD) – No Update*
   - *Security Domain Committee (Dustin Bieghler/Scott Willett)*

2. Digital Government Committee Update (Lew Davison/Ron Thomas) - Lew Davison stated there was no update for this item. They are continuing to work with META and hope to have an update at the next meeting.
    - *Application Development Subcommittee (Jim Roggero/Pat Brooks) – No Update*
    - Credit Cards Subcommittee (Scott Peters) - Scott Peters reported that the contract was awarded on November 1, 2003 to Link2Gov, who is currently contracting with the Department of Revenue. The contract is being reviewed by their legal counsel. It should be signed off on in early December. The vendor has been in town to initiate some meetings with agencies. Another session is planned for December. The vendor also plans to meet individually with each agency to discuss the new contract. Anyone with questions should contact Scott or Nicole Hackmann at 751-9002.
    - *CRM (Don Lloyd) – No Update*
    - Digital Certificates Subcommittee (Todd Craig) – No Update from the Subcommittee. It was noted that the Ethics Committee will now be requiring the Personal Financial Disclosure Statements to be filed electronically this year. This will require digital signatures.
    - *Digital Media Subcommittee (Jim Weber/Kay Dinolfo) – No Update*

3. *Mentoring Committee Update (Tim Dwyer/Jan Grecian) – No Update*

4. MOTEC Update (Paul Wright/Laura Mertens) – Paul Wright reported the Committee had been discussing issues with using state staff to do training. They will bring back their proposal back to the ITAB in January. He also distributed usage reports for the MOTEC classrooms. The year-to-date usage for the rooms was 67 percent (Room 1) and 77 percent (Room 2). Jearl Reagan stated that in the past he has offered the use of their AS400 systems for training. He asked if this training would be continued this year. Paul will discuss this with Laura Mertens and get back to Jearl.

5. Personnel Committee (Chris Wilkerson) – Chris Wilkerson reported this Committee has been making progress with the security positions. He has sent out a survey on what classifications are doing the work. He will be sending out the survey results in the near future. Ten individuals have been identified as security positions. He requested that any agencies that has not answered the survey to do so by the end of this week.

6. *Prime Vendor Oversight Committee (Jeff Falter/Gary Eggen) – No Update*

7. Privacy Committee (Rich Beckwith/Scott Willett) – Rich Beckwith reported that this Committee met yesterday. The Committee discussed the fact that each agency has a different privacy statement on their website. The Committee would like to suggest that there be one privacy statement that is used for all State of Missouri websites. He asked if ITAB had any concerns with this approach. The ITAB Members approved for this group to draft one privacy statement that could be used by all state agencies for review by ITAB at a later meeting. Once approved by ITAB, Gerry will have it reviewed by his legal counsel. Once approved, he will issue a policy directive saying it will be the state's privacy statement. Previously, a template was given to the agencies for them to develop their own privacy statement. Rich also stated that they were looking at logon banners. Several agencies indicated that their agency had some difficulties with getting a banner approved for use. Jim Roggero indicated that OSCA was utilizing one that had been drafted by the Justice Department. Gerry asked that he forward a copy to OIT for distribution. Rich also noted they had been reviewing background checks. He was instructed to contact the Highway Patrol to obtain guidelines for background checks. Access to SAM II should not be given unless a background check is performed. Gerry stated he would be initiating the Privacy Domain. He requested the agencies to submit names of employees they would like to have serve on this Domain. Gerry also requested Rich to serve as the chair of the Domain for continuity purposes. Rich agreed to chair the Privacy Domain and recruit members as necessary.

8. Project Management Committee Update (Jim Roggero/Tom Stokes) – Jim Roggero thanked everyone for their assistance in filling the Project Management class recently. The next Project Management class has not been scheduled at this time. He noted the next Project Management Committee meeting is scheduled for this Friday at 10:00 a.m.

- Cost Benefit Approach to State Government Subcommittee (Paul Wright) – Paul Wright reported this Subcommittee was working on automating the MOVAP program. He has met with the University of Missouri, School of Business to gain an understanding of their requirements. They are working on developing a scope of the process. The documentation that will be given to the class is being written.
- Performance Measures Subcommittee (Paul Wright) – Paul Wright reported that this Subcommittee has met twice. Part 1 is an outline of the process and has been drafted. It is being put in the same format as was used by the Oversight Subcommittee. The Subcommittee will be working to fill in the details of the process.
- *Project Oversight Subcommittee (Gary Lyndaker/Bob Ordway) – No Update*
- Risk Management Subcommittee (Scott Peters) – Scott Peters reported that this Subcommittee had met to review the revised Risk Management Policy. The revised policy will be presented to the Project Management Committee at their next meeting and to ITAB in December.

9. Security Committee (LTC Tom Smith) – Gail Morris reported on behalf of LTC Tom Smith. She stated that the group had voted on two issues that will be sent out in a couple weeks for discussion at the December meeting. The first was to require a minimum operating system of Windows 2000/XP if Microsoft is used. The older versions will no longer be supported with security patches. An issue with this requirement would be that not all agencies have machines that could run Windows 2000/XP. They would also like to require a firewall for each agency. The State Information Infrastructure Protection Center's website address is siipc.mo.gov. It has links to InfraGard and security domain documents. A lot of hits are occurring on various networks especially from China. Incident reporting guidelines are being discussed. The National Guard has sent out standards for securely wiping information from hard drives. It will also be discussed at their meeting tomorrow. Agencies should be working on their own lists for INFOCON and identifying what steps are to be taken at different levels. Scott Peters suggested all agencies participate in this Committee as a lot of helpful information is being shared. Gail stated that if the agencies will designate a delegate to LTC Smith, that delegate will be allowed to vote on issues. Their next meeting is scheduled for tomorrow. If possible, agencies may want to designate a secondary delegate.

10. ITAB Logo/Motto Committee (Scott Peters) – Scott Peters reported that the Committee has selected five mottos that will be sent to the ITAB Members for their review and vote. He will provide the results of the survey at the December ITAB Meeting.

11. User Group Coordination (Rich Beckwith) – Rich Beckwith stated that the kickoff for the Websphere User Group was successful. Larry Seneker from the Department of Revenue is the main contact for the group. Rich asked for the policy on including vendors as part of their group. Gerry stated that the meetings cannot be closed but he recommended that all leadership roles be filled by state employees. The Listserv should be kept internal if at all possible. State resources should not be expended to support the marketing of products by allowing corporate presentations. Rich stated he would contact the other user groups to ensure the user groups were aware of these policies.

COLLABORATIVE EFFORTS

1. Internet/MOREnet Update (Tony Wening) – Tony Wening reported that the backbone contract had been rebid and would be upgraded from OC3 to OC12 backbone. The cost will be similar to the current costs. They are looking at Internet content filtering and will follow through with an RFP. The cost is not known at this time but they plan to make it available by July 1st. The agencies would have to sign up if they would like to have the filter applied. They are working on the requirements for the RFP. He will keep the group informed.

2. Network Management Consortium Update (Jim Roggero/Jill Hansen) - Jim Roggero reported that this group met last week. The RFP for satellite communications on the fixed side has been delivered to the procurement group for processing. He thanked the participants of that group for their quick turnaround. One of the agencies represented required this fast rollout so they would be eligible to receive some grant funding. The mobile side has met and will hopefully have an RFP out after the first of year. The group is also looking at the standards on network security, intrusion aspects and cybersecurity. Gerry stated that Cybersecurity Committee is a subset of

the Information Security Committee and a Subcommittee of the Missouri Security Council. This will eventually transfer into the Security Committee of ITAB. There is also a Security Domain that is also a subset of that environment. Gerry stated the chair of the Security Committee should also chair the Security Domain. Jim noted the next Consortium Meeting is scheduled for December 11th at 10:00 a.m.

3. Statewide Purchasing Update (Gary Eggen/Karen Boeger) – Gary Eggen noted that the current list of projects was sent out with the agenda. The contract is being amended to include multifunction printers. The Microsoft Enterprise Agreement pricing is now at level D.

4. *Technology Services Update (Gail Wekenborg)* – Gail Wekenborg reported that the State Fair Community College is offering a mainframe operating system class is going to be offered in January. Ten participants are needed before the class can be held. This class was originally scheduled for last fall, but not enough participants enrolled. If problems with requirement occur when an employee tries to enroll, let Gail know.

5. MO GIS Advisory Council (Jeff Falter) – Jeff Falter made a recommendation to have the MO GIS Advisory Council provide a delegate to serve as an ex office member of ITAB. The recommendation was seconded by Jearl Reagan I and approved unanimously by the group. Tony Spicci from the Department of Conservation will represent the Council at ITAB. They will be sending their charter and bylaws to ITAB as soon as they are revised.

OPEN DISCUSSION

1. David Crain requested that the ITAB Digital Government Committee develop content standards for the websites. Gerry will discuss with the Ethics Commission before turning this over to the Digital Media Developers.

2. Jill Hansen asked that any agency interested in discussing volume buying on a quarterly basis to let her know. She would like to schedule a meeting to discuss this possibility.

3. The timeline for the satellite services contract should be around February 1st.

REVIEW OF ACTION ITEMS

- Kay Dinolfo (Gerry Wethington) to request inventory of E-government systems from agencies.
- Gerry Wethington to continue with his efforts to draft legislative proposal to give state specific authorization to copyright software developed by employees and/or consultants for selling to the private sector.
- Gerry Wethington to contact non-participating agencies and attempt to gain their agreement to participate over the next few months, reducing the amount to be billed to all agencies for the second half of FY04.
- Bios to be emailed to Carolyn Cook (carolyn_cook@mail.dor.state.mo.us).
- MOTEC Committee to review whether local government can utilize MOTEC and report back at next meeting.
- Digital Certificates Subcommittee to address Verisign Contract issues.
- Survey the state agencies to determine what type of digital certificate requirements exist.
- ITAB Members to send feedback on Project Management Continuing Certification Program to Tom Stokes.
- Gerry Wethington to keep ITAB Members informed of email consolidation efforts
- Gerry Wethington to forward Applying Security Practices CD to the Security Committee and the Security Domain for their review.
- ITAB to review feasibility of Instant Messaging after email consolidation issues are addressed.
- ITAB Members to respond to CyberSecurity Management Survey.
- Rich Beckwith/Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval.
- Jim Roggero to send logon banner used by OSCA to Privacy Committee (Rich Beckwith) for distribution/consideration.
- Rich Beckwith/Privacy Committee to obtain guidelines from the Highway Patrol for background checks.

- Agencies to submit names for participation in the Privacy Domain Committee to Rich Beckwith.
- Agencies to ensure they have representation on the Security Committee.
- Agencies to develop list of steps to be taken at different levels for their internal INFOCON plans.
- Agencies to identify a primary delegate for the Security Committee. Larger agencies may want to also identify a secondary delegate. Names should be submitted to LTC Tom Smith, Chairman of the Security Committee.
- Scott Peters/ITAB Logo/Motto Committee to send out survey asking members to vote on ITAB motto.
- Rick Beckwith to coordinate with all user groups to ensure the ITAB preference on vendors not being included on Listserv.
- Notify Gail Wekenborg if problems with enrolling class attendees (due to prerequisites) for the mainframe sessions at State Fair Community College scheduled to begin January 2004.
- MO GIS Advisory Council to update charter and bylaws and forward to ITAB for approval.
- Project Management Committee (PMC) will review the Recertification process with B&P after ITAB approves the process.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Tuesday, December 16, 2003 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center.**

JLW/cc